New Item Setup Self-Service (NSS) FAQ

- **What is NSS?**
  - NSS stands for New Item Setup (or NIS) Self Service. It is an application found within the Zapporo tool where vendors are able to create their own item setup request tickets to the Zappos NIS team.

- **How do I know if my submission went through?**
  - After a ticket is submitted successfully, you should receive a notification next to the submission button which will include a submission ID. Additionally, you will receive an email confirmation from no-reply@partner-central.zappos.com. Be sure to add this email to your contacts to ensure your confirmations do not land in your junk/spam folder.

- **I've not received any emails, but I did successfully submit a request via the NSS app, which I can see via the "Track Submitted Items" tab. Why didn't I receive an email?**
  - Emails from NSS can land in the spam/junk folder of your inbox. Please check your spam/junk folder, and you'll likely locate them. To prevent this from happening, add reply@partner-central.zappos.com to your email contacts. If you still cannot find the email after checking your spam/junk, and searching emails from **"**reply@partner-central.zappos.com**",** please double check that you are checking the email associated with the NSS account used to submit the ticket.

- **How can I check on the progress of my submission?**
  - You can review the progress of your ticket by searching for your supplier under the "Track Submitted Items" tab within the NSS app. You will be able to see if there are any comments needing a reply and/or if there ticket has been opened, need info, or closed. Important note - you should always review the comments of all tickets in a Need Info status as this means the ticket is stalled due to missing information or a pending question from the NIS team. NIS cannot move forward if they do not get a response and the ticket will be closed with no further action after two weeks of no response. You can add your response or any necessary attachments right to the ticket within the app.

- **I'm trying to submit my request but the final submission button is disabled. What's going on?**
  - The final submission button will only become available once all required fields are complete. Please ensure that you've selected a supplier, chosen a due date, and uploaded all required files. You'll see an "uploaded successfully" message, indicating that the files have been attached to your request. Once all required fields are complete, you'll be able to hit the final submission button.

- **All of my UPCs are available in OpenText, do I still need to include them on the setup template?**
  - Yes - we are no longer utilizing the tool that pulls UPCs from OpenText so you will need to include the UPCs on your template for NIS to complete the upload.

- **A file was shared with me via the comments of my ticket. Unfortunately, I'm facing an error when I try to open or download the file. Help!**
  - Our developers are working to fix this. The issue persists as the system believes it to be an internal-only document. If you would like to view the file, please email newitemsetup@zappos.com with the request - we're always happy to help. Additionally, you're able to reach out to your Zappos buyer with the request, but please be sure to share your submission ID. They'll be able to pull up the ticket within

our internal ticketing tool and email the file to you.

- **I do not have all of the required information needed on the Bulk Description Upload (PIPC) or VSSC templates. How should I move forward?**
  - Our item setup tools require that this information is included in your template(s) otherwise the upload cannot be processed. If you are unable to provide the information at this time, it may be worth waiting until you have the information available. If you're unable to wait as orders are due soon, it's recommended to fill in the information to the best of your knowledge. If that information changes, please work with your buyer to submit a Description Update request on your behalf.

- **I am just adding a new style or size to an existing SKU or Style, do you still need all of the style attribute and description information (PIPC)?**
  - Yes – even though the style is the same as the other styles on the SKU, more often than not, the materials vary from color to color. Additionally, the uploading tool(s) require this information for every UPC uploaded into the catalog.
  - **FYI:** In order to ensure that your products are added to the existing SKU or Style, it's essential to make sure that the information for the new style upload matches the information on the existing product or style exactly. If the information differs, even slightly, it will result in the item going to it's own Product ID or Style. Here are the main attributes you want to make sure match:
    - Product Type
    - Style Name
    - Style
    - Style Number (if adding sizes to an existing style)
    - Gender
    - Color Name (if adding sizes to an existing style)
    - Supplier Name

- **What do the ticket statuses mean?**
  - **Open:** This ticket is open an actively being worked on by a member of our operational team.
  - **Need Info:** This ticket requires additional information from you before we can move forward. Our team has likely shared a message with you, advising of what information is needed. We are unable to move forward with this upload until you reply and provide the missing information.
  - **Blocked:** The ticket is currently blocked due to internal errors our our operational team encountered during the uploading process. Our team is actively working with our catalog setup troubleshooting team to resolve the errors in order to close your ticket.
  - **Closed:** The ticket is complete and all styles have been uploaded.

- **I've seen some of the styles flow through to Zapporo, but not all of them. There are certain sizes missing from styles. Should I be concerned?**
  - Please check the status of your ticket. If it is in "Open", "Blocked" or "Needs Info", that means the tickets is still being actively worked on and the uploading process is not complete yet. While we upload styles all at once, we don't have any control over when they create in the Zappos catalog. It's not uncommon that they will create sporadically, in small batches. If the ticket is in a "Closed" status and you're missing styles or sizes, please reach out to newitemsetup@zappos.com for assistance.

- **Can I view the files I originally submitted?**
  - Yes, you can. If you to go the "track submitted items" tab, and go to your ticket. To the right, you'll find the action links. Please click on "view files". A window will open up, featuring a dropdown menu that will allow you to see the files you've submitted. Please select the file you wish to view and it will automatically download. Please know, at this time you can only view attachments you have added. You will likely see multiple attachments added by our operations team, however because they're internal only files, you cannot view them at this time. Our development team is actively working on a solution for this. If there are files you wish to view but do not have access, please reach out to newitemsetup@zappos.com for assistance.

- **I am not sure how to fill out these templates, can you help?**
  - Of course! For VSSC templates, we have provided comprehensive training materials within the Product Setup Training section of the Vendor Resources page. For MTPA/PIPC templates, you'll find an example of a completed template directly under each upload field. Review the provided materials

to see if that helps. If you're still stuck, feel free to reach out to newitemsetup@zappos.com to schedule additional training.

- **I have a general question and/or feedback for regarding the NSS app. Who should I reach out to?**
  - Please reach out to newitemsetup@zappos.com and the team will do their best to get back to you two business days.